

BLANKET PURCHASE ORDER

STATE OF MARYLAND

***** STATE OF MARYLAND *****

BPO NO: 001B5400272

PRINT DATE: 12/19/14

PAGE: 01

SHIP TO:

AS SPECIFIED ON INDIVIDUAL ORDERS

VENDOR ID: 1463695544

NOW LLC

9103 WOODMORE CENTER DR STE 200

LANHAM, MD

20706

(301) 885-9120

REFER QUESTIONS TO:

GWENDOLYN HUDSON

(410) 767-7662

GWENDOLYN.HUDSON@DGS.STATE.MD.US

ITB: 001IT819726

EXPR DATE: 07/01/15

POST DATE: 12/17/14

DISCOUNT TERMS: .

NET 30 DAY

CONTRACT AMOUNT:

93,114.00

TERMS:

ARTICLES HEREIN ARE EXEMPT FROM MARYLAND SALES AND USE TAXES BY EXEMPTION CERTIFICATE NUMBER 3000256-3 AND FROM FEDERAL EXCISE TAXES BY EXEMPTION NUMBER 52-73-0358K. IT IS THE VENDOR'S RESPONSIBILITY TO ADVISE COMMON CARRIERS THAT AGENCIES OF THE STATE OF MARYLAND ARE EXEMPT FROM TRANSPORTATION TAX.

DGS FUNDING:

H00 FY15 33151 0813 \$93,114.00

RETAIN SECTIONS A, B, C, AND (D IF APPLICABLE) FOR FUTURE REFERENCES.

VENDOR CONTACT: MS. SHERRIE BRYANT AT 301-885-9120

EMAIL: GROWWITHNOW@GMAIL.COM

AGENCY CONTACT: GENEVIVE SAVAIN AT 410-260-2928

EMAIL: GENEVIEVE.SAVAIN@MARYLAND.GOV

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TERMS (cont'd):

IF YOU ARE A DEPARTMENT OF TRANSPORTATION CERTIFIED MINORITY
BUSINESS, PLEASE PROVIDE YOUR CERTIFICATION NUMBER.

MDOT'S MBE CERTIFICATION NUMBER

***** LAST PAGE *****

AUTHORIZED BY:

Gwendolyn Huds

BUYER AUTHORIZED DESIGNEE

DATE:

12/19/14

Final

**SECTION – C SPECIFICATIONS
JANITORIAL SERVICES FOR THE DGS
REVENUE ADMINISTRATION, TREASURY AND LEGISLATIVE SERVICES BUILDINGS
SOLICITATION #001IT819726 / MDDGS31017512**

1. BACKGROUND

These specifications pertain to the Revenue Administration, Treasury and Legislative Services buildings, located at 110 Carroll Street, 80 Calvert Street, and 90 State Circle in Annapolis, Maryland, which are managed under the authority of the Director of the Annapolis Capital Complex, Department of General Services, and Agency of the State of Maryland.

The Annapolis Capital Complex is moving towards LEED Certification for all of its facilities. Contractor's bidding on this contract need to support that effort by the selection of supplies, materials, equipment, and cleaning techniques that adhere to GS-42 standards for "green cleaning."

2. SCOPE OF WORK

2.1. The Contractor shall furnish all labor, equipment and supplies (except those specified under Section 10) necessary to perform the cleaning tasks in the Revenue Administration, Treasury and Legislative Services Buildings in strict conformance with the standards specified within the scope of work.

2.2. The approximate net cleanable square footage and approximate number of cleanable items within these buildings consist of the following:

1. Revenue Administration Building: 110 Carroll Street:

- Approximately **85,600** net square feet of cleanable office space on five (5) floors
- Approximately **35,500** square feet of carpeted floor surface
- Approximately **50,100** square feet of resilient tile, marble and concrete floor surface
- **11** restrooms
- **263** sets of window blinds
- **3** passenger elevators
- **1** freight elevator
- **2** stairwells

2. Treasury Building: 80 Calvert Street

- Approximately **101,352** net square feet of cleanable office space on five (5) floors
- Approximately **76,334** square feet of carpeted floor surface

- Approximately **25,018** square feet of resilient tile, marble and concrete floor surface
- **13** restrooms
- **405** sets of window blinds
- **2** passenger elevators
- **2** stairwells

3. Legislative Services Building: 90 State Circle

- Approximately **63,700** net square feet of cleanable office space on five floors
- Approximately **44,395** square feet of carpeted floor surface
- Approximately **19,240** square feet of resilient tile, marble, and concrete floor surface
- **12** Restrooms
- **115** Sets of window blinds
- **2** Passenger elevators
- **1** Freight elevator
- **6** Stairwells

All details on square footage and number of units are approximate. It shall be the Contractor's responsibility to verify the areas, sizes and quantities of the surfaces and items listed above. Failure of the Contractor to verify the listed amounts shall not relieve the Contractor of the responsibility to provide all services required to the standards included herein, for the prices submitted in Contractor's Bid.

3. **TERM OF CONTRACT**

The term of this contract shall be **"monthly" for a minimum of three (3) months, and not to exceed a period of eighteen (18) months, beginning on January 1, 2015 through March 31st, 2015**, in accordance with the contract terms, conditions, provisions, and specifications.

4. **QUALIFICATIONS OF BIDDERS AND DETERMINATION FOR RESPONSIBILITY:**

- A. Unless stated elsewhere in the solicitation package, the minimum qualifications for award for this solicitation are as follows: The successful Bidder must have a minimum of three (3) years of successful janitorial services performance comparable in scope, type, size, magnitude, and complexity as required in these Specifications. The Bidder must provide references substantiating this experience timely upon the request of the Procurement Officer.

The Bidder shall submit online with the bid response on the Company Profile five (5) references of companies or organization for which the Bidder provided services in scope, type, size, magnitude and complexity comparable to those specified in this Specification. Each reference must include:

- a. Name and complete address of business or company
 - b. Name of the contact person, email address, and current phone number
 - c. Term and length of each contract
 - d. Size and type of facility (square footage)
 - e. Type of services provided
 - f. Names of supervisory personnel who will perform under the contract, specifying the length and type of experience of each such personnel
 - g. Contract value for the full term of service
- B. Information provided on resumes will be verified, as well as any applicable licenses. In addition, the contractor's information will be sent to Maryland Assessments and Taxation for verification that he/she is cleared of any issues of non-payment and the company is in good standing. It will be the Bidder's responsibility to timely clear any outstanding issues upon notification.
- C. Further, if this solicitation does not carry an MBE goal and the Bidder failed to attend the pre-bid or site visit prior to bidding, the Bidder will be required to visit the site in order to confirm that their bid is in accordance with the terms, conditions and specifications. The State Agency is not responsible to meet the Bidder's schedule. In order to be considered for award, the Bidder must attend the site visit at the available schedule of the State Agency Point of Contact within five (5) working days of notification by the Procurement Officer.
- D. References will be contacted. Only prior contract work that can be substantiated may be used for a responsibility determination. The Procurement Officer is not responsible for incorrect or outdated email addresses, phone numbers or references that fail to respond within three (3) business days.
- E. All requirements above must be met in the time limit provided by the Procurement Agent. Unreasonable failure to supply information promptly in connection with a determination of responsibility is grounds for rejection of the Bidder as not responsible. See COMAR 21.06.01.01 B. (1).
- F. **COMMUNICATION:**
The bidder/contractor must provide a reliable means of contact throughout the responsibility determination and throughout the execution of any contract. Failure to respond to any contact (phone, email, fax, letter, etc.) by the Procurement Officer or designee within 24 hours will jeopardize a Bidder's determination of responsibility and the bid may be rejected. Once the contract is awarded, failure of a Contractor to respond to written notification regarding contractual issues in less than the designated time may render the contract subject to termination for cause.

4.B PRE-BID CONFERENCE AND SITE VISIT

A Pre Bid Conference and site visit will be held on **November 10, 2014**, beginning at **10:00 a.m., in the first floor Conference Room at 29 St. Johns Street, Annapolis, Maryland 21401.**

Attendance at the conference is not mandatory, however, prior to submitting their bid, each Bidder is encouraged to attend the scheduled pre-bid conference or site visit to examine the facility and familiarize him/herself with the full nature and extent of the work to be performed. The Bidder will obtain for him/herself all information that may be necessary for the satisfactory performance of the contract work and the cost thereof. It is the sole responsibility of the Contractor to familiarize him/herself fully with the areas involved and the extent of services required by visual inspection. Failure to visit the site and become familiar with the conditions and requirements affecting the work will not relieve the Contractor from the provisions of the contract and from completing the work for the consideration set forth. At the scheduled pre bid conference/site visit, each Bidder will be permitted to examine the building, familiarize him/herself with the full nature and extent of the work and obtain answers to questions or clarifications of the contract. For additional pre bid/site visit information, contact the DGS Procurement Officer, Gwendolyn Hudson at 410-767-7662.

5. HOURS WHEN WORK MAY BE PERFORMED

- 5.1. Standard operating hours for the Revenue Administration, Treasury and Legislative Services buildings are Monday through Friday 8:00 a.m. to 5:00 p.m.
- 5.2. Daily and weekly janitorial tasks may be performed daily Monday through Friday **between the hours of 6:30 a.m. and 4:30 p.m.** The exact starting time may be adjusted as necessary to provide the best cleaning performance while minimizing significant disruptions to State business activities, as determined by the building management. The State may, at its option, determine that any part of or all of the janitorial operations will need to be performed during evening hours if necessary to minimize disruptions to State business.
- 5.3. During the months of January, February, March and April, limited cleaning services (maintaining bathroom facilities and pulling trash throughout the facility) shall be required in the Revenue Administration Center on Saturdays and holidays.
- 5.4. Contractor will have restricted access to "sensitive areas" identified in Tasks #1-#14

6. SCHEDULING OF WORK

- 6.1. At least ten (10) business days prior to the commencement of the contract, the Contractor shall submit in writing to the Facilities Maintenance Coordinator or his/her designee, the name and cell phone number of the On-site Supervisor, who is authorized to act for the Contractor in every detail for the janitorial cleaning services. Additionally, the name and cell phone number of the alternate On-site Supervisor, and Corporate point of contract, will also be provided.
- 6.2. At least ten (10) business days prior to the commencement of the contract, the Facilities Maintenance Coordinator and his/her designee will confer with the Contractor and review the total specification requirements, total workload and the cleaning methods proposed by the Contractor.
- 6.3. At least ten (10) business days prior to the commencement of the contract, the Contractor shall submit, to the Building Services Supervisor or his/her designee, Security Clearance Background Check Forms for the employees the Contractor intends on assigning to this Contract. (See Section #18.1).

7. STATE HOLIDAYS

State holidays on which janitorial services will not be required from the Contractor; unless prior approval is given by the Building Services Supervisor or his/her designee are:

New Year's Day	Independence Day	Thanksgiving Day
M.L. King's Birthday*	Labor Day	Day after Thanksgiving
President's Day *	Columbus Day	Christmas Day
Memorial Day	Veteran's Day	

*The buildings are operational on these State Holidays and all services are required.

Janitorial services will not be required on any Election Day within a year it is established as a holiday.

8. BUILDING CLOSURE

Whenever State employees are excused early as a result of heavy snow accumulation severe inclement weather or hazardous conditions, the Contractor must make every reasonable effort to provide janitorial services, particularly if the occurrence is on a Friday or a day preceding a holiday. Work should be performed during the holiday or weekend so that the building shall be cleaned prior to office hours on the following work day. Should the Contractor be unable to provide janitorial services at the buildings, the Director or his/her designee must be notified that services will not be provided. The Contractor shall not receive payment for daily tasks not performed as a result of the building being closed.

9. **EMERGENCY CONDITIONS**

Should an emergency condition requiring immediate attention exist (such as flooding of a particular section of the building), the Contractor shall divert his/her work force or whatever part thereof as directed by the Director or his/her designee as necessary from their normal assigned duties to meet the condition. When these employees are no longer required for the special work, they shall be directed to return to their normal duties and the Contractor shall not be penalized because the normal daily work, which otherwise would have been performed during the interval, has been neglected.

10. **SUPPLIES AND SERVICES PROVIDED BY THE STATE**

10.1 The State shall furnish all paper hand towels, toilet paper, hand sanitizer, and hand soap only. These supplies shall be stocked in the janitorial closets by State personnel. Records of usage of these supplies will be maintained by the State and the Contractor. The Contractor will be held accountable for any excessive usage of these supplies.

10.2. The State will supply the Contractor with light, heat, power, hot, and cold water for the cleaning of the building. Hot water temperature is regulated by the State's energy guidelines and cannot be increased above the current guideline temperature. Building temperatures are adjusted during non-business hours to reduce energy use; workers may occasionally need to dress in cooler or warmer clothing as building temperatures dictate.

10.3. The State will provide janitorial closets for housing of the Contractor's equipment and supplies. These closets will be supplied with locks to safeguard the Contractor's property. These closets must be maintained in clean, neat and orderly condition by the Contractor. Keys to the janitorial closets will be the responsibility of the Contractor. Should the Contractor lose these or any other building keys he shall be responsible for the costs of replacing or re-keying the locks so affected. The Director and his/her designee will have access to the Contractor's storage area(s) by use of a master key, in the event an emergency condition requires prompt access. Cost for key replacement is \$50.00 and re-keying is \$150.00.

10.4 The State will supply trash carts and dumpster(s) for the final disposal of trash collected in the buildings.

11. **SUPPLIES, MATERIALS, EQUIPMENT SUPPLIED BY THE CONTRACTOR**

The successful bidder will use "green housekeeping techniques" when performing services. All supplies, materials and equipment for the performance of the work on this Contract must be "Green Certified" where applicable.

- 11.1. **NOTE:** Pursuant COMAR Title 21.11.05, housekeeping supplies in support of this contract shall be purchased from Blind Industries and Services of Maryland (BISM) to the extent they are available. Green products shall also be purchased to the extent practical. The Contractor shall make green products as the primary purchase. Additional information may be obtained from BISM directly by calling Tom Owens at (410) 737-2647 or (www.BISM.org). As this is a mandatory requirement, failure to comply will be considered a contract default. A copy of the Contract will be provided to BISM for follow up.

It shall be the responsibility of the Contractor to:

- 11.2. Furnish all supplies, materials and equipment necessary for the performance of the work of this Contract unless otherwise specified herein. Ten (10) business days prior to the starting date of this Contract, the Contractor must submit to the Facilities Maintenance Coordinator or his/her designee a list of supplies and materials giving the brand name and MSDS data sheets, and equipment specifications for use in performance of the work specified. The Contractor shall not use any material which the Facilities Maintenance Coordinator or his/her designee determines would be unsuitable for the intended purpose or harmful to the surfaces to which applied or to any other part of the building, its contents or equipment.
- 11.3. Furnish all necessary commercially-rated cleaning equipment including power floor scrubbing machines, polishing machines, industrial-HEPA - type vacuum cleaners, etc., required for the performance of the work under this Contract. The equipment must be of the size and type customarily used in work of this kind and must meet the approval of the Facilities Maintenance Coordinator or his/her designee.
- 11.4. It is the responsibility of the Contractor to provide approved equipment at the beginning of the Contract. Further, all equipment shall be operative at all times. Any inoperative equipment shall be repaired and/or replaced within a twenty-four (24) hour period. The Contractor shall be entirely responsible for any damages to any building surfaces or components caused by the use of defective/faulty equipment by Contractor's employees. Any such damages occurring shall be fully repaired/restored to the satisfaction of the Facilities Maintenance Coordinator or his/her designee.
- 11.5. In the final month of the contract, the Contractor, in conjunction with the Building Services Supervisor or his/her designee shall evaluate the condition of the janitorial closets and schedule the removal of the Contractor's supplies, materials and equipment. The Contractor must leave the janitorial closets in clean, neat and orderly condition free of trash. Any supplies and materials that have been provided by the State shall remain in the janitorial closets.

12. CLEANING IN SECURED AREAS

- 12.1. Access to secured areas to be cleaned will be controlled by the DGS Police, using agency security or other security entity authorized by the Director to provide security at the facility at all times.

13. WORK EXCLUDED FROM THIS CONTRACT

- 13.1. All Mechanical Rooms, Electrical Rooms, Fan Rooms, Boiler Rooms, Refrigeration Rooms, Snow Removal, and the Cafeteria/Canteen food preparation areas.
- 13.2. **However, the Contractor shall be responsible for cleaning all Eating Areas (i.e. vending areas, snack areas and kitchenettes) throughout the buildings.**

14. JANITORIAL TASKS #1 THROUGH #15

The building must be cleaned at the frequency and to the standards detailed in these specifications. The Facilities Maintenance Coordinator or his/her designee shall determine whether the tasks have been performed, and that the performance is in accordance with the standards set forth in these specifications. Failure to perform a task to the specified standard will result in reductions in the Contractor's monthly invoice as detailed under Section 19. The Contractor may appeal the Facilities Maintenance Coordinator's determination in accordance with Section 20.

**TASK #1: EMPTY ALL TRASH RECEPTACLES AND
PLACE IN DESIGNATED AREAS.**

FREQUENCY: DAILY: MONDAY THROUGH FRIDAY

**JANUARY-APRIL: TWICE DAILY (AM/PM) IN THE
PRINT SHOP IN BASEMENT OF LEGISLATIVE
SERVICES (Sensitive Area)**

**LOCATIONS: LOBBIES, GENERAL OFFICES, EXECUTIVE
OFFICES, CONFERENCE ROOMS, PRINT SHOP,
HALLWAYS, RESTROOMS AND EATING AREAS**

STANDARDS:

1. All trash from trash receptacles is removed and deposited in dumpster or other designated location as directed by the Building Services Supervisor or his/her designee. Dumpster doors are to be left closed (and latched if applicable) after depositing trash. No

trash is to be left on the ground around dumpster. If the dumpster is full, the Building Services Supervisor or his/her designee is to be contacted for instructions on where to place it.

2. All small loose trash is placed in large plastic bags and deposited in the trash carts. Large plastic bags are closed and tied and are free from holes which would allow trash or liquid to escape and are deposited in the dumpster(s) promptly.

3. All emptied trash cans are to have liners that are free of soil, stains or residues caused by liquids, coffee grounds, food, garbage or any other substance. Trash cans are to be placed back in their original locations after being emptied.

4. All items marked as "trash" are removed and boxes are broken down prior to placement in the trash carts. If provisions for cardboard recycling are established within the building, broken down cardboard boxes are to be placed in the appropriate recycling collection bin.

TASK #2: EMPTY ALL RECYCLING CONTAINERS AND PLACE IN DESIGNATED AREAS

FREQUENCY: DAILY

LOCATIONS: ALL LOCATIONS

STANDARDS:

1. All recycled products are collected from individual containers throughout buildings and transferred to the main collection containers. All material is to be transferred with no overflowing, spillage, etc.
2. Individual recycle containers are cleaned or washed and disinfected when soiled from spills or other residues and placed in their original locations.
3. Cardboard boxes are broken down and flattened, and placed in the appropriate container if recycling provisions for cardboard are established within the building.

TASK #3: CLEAN GLASS SURFACES

FREQUENCY: DAILY/WEEKLY/MONTHLY AS INDICATED IN LOCATIONS

LOCATIONS: DAILY:
All glass doors on the 1st Floor of the Revenue Administration, Treasury, and Legislative Services Buildings

WEEKLY:

All doors not included above and other glass surfaces throughout all floors of all buildings.

MONTHLY:

All interior glass panels and glass walls.

WEEKLY: REVENUE AND TREASURY ON THE FOLLOWING SCHEDULE:

**ENTIRE 4TH FLOOR – MONDAY
ENTIRE 3RD FLOOR - TUESDAY
ENTIRE 2ND FLOOR - WEDNESDAY
ENTIRE 1ST FLOOR - THURSDAY
ALL BASEMENT AREAS - FRIDAY**

WEEKLY: LEGISLATIVE SERVICES ON THE FOLLOWING SCHEDULE:

**ENTIRE 3RD FLOOR – MONDAY
ENTIRE 2ND FLOOR - TUESDAY
ENTIRE 1ST FLOOR - WEDNESDAY
ENTIRE GROUND FLOOR - THURSDAY
ALL BASEMENT AREAS - FRIDAY**

STANDARDS:

1. Glass shall be free of smears, smudges, fingerprints and be uniform in appearance without streaks, residue or haze.
2. Glass frames shall be left clean.
3. Any remnants of tape/adhesive removed.
4. No damage to decals, lettering or other markings intended to be permanently affixed to glass.

TASK #4: SPOT CLEAN BUILDING SURFACES

FREQUENCY: WEEKLY

LOCATIONS: LOBBIES, GENERAL OFFICES, EXECUTIVE OFFICES, ELEVATORS, CONFERENCE ROOMS, HALLWAYS, STAIRWELLS, LOUNGE/SEATING AREAS, EATING AREAS AND RESTROOMS

STANDARDS:

1. All vinyl, painted, wood or ceramic walls, doors, partitioning, etc. shall be free of smudges, smears, marks, dirt, fingerprints or other soil.
2. Surfaces are to be free of detergent residue, streaks, film or haze, dust and debris.
3. Stairwell railings free of any soiling.

**TASK #5: SPOT CLEAN LOBBY, LOUNGE AND SNACK
AREA FURNISHINGS**

FREQUENCY: DAILY: MONDAY THROUGH FRIDAY
**LOCATIONS: LOBBIES, RECEPTION/WAITING AREAS,
VENDING, EATING AND LOUNGE AREAS
(EXCLUDING MAIN CAFETERIA IN REVENUE
ADMINISTRATION BUILDING)**

STANDARDS:

1. All dirt, dust, smudges, smears, fingerprints, etc. are removed from furnishings. Furnishings exhibit clear shine free of residue or haze. Upholstered furnishings free of crumbs, dirt and debris.
2. All dirt, dust, smudges, smears, fingerprints, etc. are removed from vending machines. Exterior surfaces of appliances wiped down, clean, free of residue or haze.
3. Tables and furnishings in eating areas are free of crumbs and food substances, smudges, smears, fingerprints, etc., surfaces clean, free of residues or haze.

**TASK #6: CLEAN AND DISINFECT WATER FOUNTAINS
AND COOLERS**

FREQUENCY: DAILY: MONDAY THROUGH FRIDAY

LOCATIONS: ALL LOCATIONS

STANDARDS:

1. All water spots, dirt, smudges, smears, film and haze is removed from all surfaces of water fountains. All surfaces are disinfected and exhibit a clean and shiny appearance.

2. All water spots, dirt, smudges, smears, film and haze is removed from all surfaces of water coolers. Water cooler drip trays emptied and cleaned.
3. Stubborn stains are removed and no damage is done to surfaces of water fountains and coolers.

TASK #7: CLEAN AND DISINFECT RESTROOMS

FREQUENCY: DAILY: MONDAY THROUGH FRIDAY

LOCATIONS: RESTROOMS ON ALL FLOORS - PUBLIC AND PRIVATE

STANDARDS:

1. All paper towel dispensers are filled to at least 1/2 capacity and paper towels are dispensed easily and correctly from dispenser. Dispensers are cleaned, disinfected and free of stains, dirt, film and haze.
2. All toilet paper dispensers have at least 4 rolls of toilet paper and rolls are properly installed in dispensers. Dispensers are cleaned, disinfected, and free of stains, dirt, encrustation, etc.
3. All hand soap dispensers are to be replaced once soap runs out. All dispensers are to be accessed properly and restored to proper operating condition after filling. Dispensers are cleaned, disinfected, and free of dirt, encrustation, soap scum build up around nozzles, etc.
4. Basins, counter tops, partitions, stalls and exposed plumbing are cleaned, disinfected and free of stains, dirt, hair, smudges, smears, encrustation and water spots. Chrome fixtures, pipes and hardware shined, free of encrustation.
5. Toilets and urinals clean, disinfected and free of stains, dirt, and hair, smudges, smears, encrustation, and water spots. Toilet seats cleaned, disinfected and free of stains, dirt, hair, smudges, smears and water spots on all surfaces, top to bottom. Chrome pipes and hardware are cleaned, shined and free of encrustation.
6. Sanitary napkin depositories emptied, clean, disinfected and free of dirt, hair, smudges, smears, water spots, encrustation, rust and odors. Exterior of depositories are free of smears, film and haze. Contents of depositories placed in bags; bags tied and deposited in trash carts.
7. Mirrors clean and free of smudges, smears, spots, fingerprints, streaks, haze and residues.

8. Wet floor signs must be placed in the area before mopping. Floors mopped clean with clean mop and fresh disinfectant solution mixed at the manufacturer's recommended dilution strength. Free of dirt, stains, hair, mop strands and other debris. Cove base tile at walls are free of dirt and stain buildup.
9. All stalls, walls and other partitioning and surfaces are clean with no haze or streaking.
10. Restrooms are free of any foul odor.

TASK #8: DUST MOP/ DAMP MOP/MACHINE SCRUB ALL TERRAZZO, MARBLE, CONCRETE, RESILIENT TILE, CERAMIC AND OTHER HARD FLOORS

FREQUENCY: DAILY/ WEEKLY AS INDICATED IN LOCATIONS

**LOCATIONS: ALL ENTRANCES, LOBBY AND LOUNGE AREAS,
EATING AREAS, HALLWAYS, STAIRWELLS,
PRINT SHOP IN LEGISLATIVE SERVICES AND
OTHER HARD FLOOR AREAS**

DAILY: ALL ENTRANCES AND LOBBIES

DAILY: PRINT SHOP IN LEGISLATIVE SERVICES
(Sensitive Area – done at 11:30am)

DAILY: SPOT MOP ALL STAIRWELLS

WEEKLY: LOUNGE AREAS, EATING AREAS, HALLWAYS, STAIRWELLS AND OTHER HARD FLOOR AREAS

WEEKLY: REVENUE AND TREASURY ON THE FOLLOWING SCHEDULE:

ENTIRE 4TH FLOOR – MONDAY
ENTIRE 3RD FLOOR - TUESDAY
ENTIRE 2ND FLOOR - WEDNESDAY
ENTIRE 1ST FLOOR - THURSDAY
ALL BASEMENT AREAS – FRIDAY

WEEKLY: LEGISLATIVE SERVICES ON THE FOLLOWING SCHEDULE:

ENTIRE 3RD FLOOR – MONDAY
ENTIRE 2ND FLOOR - TUESDAY

**ENTIRE 1st FLOOR - WEDNESDAY
ENTIRE GROUND FLOOR - THURSDAY
ALL BASEMENT AREAS - FRIDAY**

STANDARDS:

1. Wet floor signs must be placed in the area before work begins.
2. All dirt, dust, snow melting compounds, trash, and other debris removed from floors.
3. No dirty water, cleaning solution residue, mop strands or marks visible on floors.
4. All corners and areas adjoining vertical walls or stairs shall be free of dirt, dust, trash, dirty wash residue, and cleaning solution residue or buildup.
5. Movable items such as chairs, waste baskets, etc. are to be moved as needed to dust mop/wet mop all accessible areas then returned to their original positions.

TASK: #9: SPRAY BUFFING ALL FINISHED FLOORS

FREQUENCY: WEEKLY

**LOCATIONS: ALL FINISHED AREAS – LOBBIES, HALLWAYS,
ELEVATORS, LOUNGES, VENDING, EATING AND
OTHER AREAS**

STANDARDS:

1. Floors have even gloss/sheen, free of any buffing or swirl marks and present a uniform appearance. No wax residue or buildup in corners or areas of floor adjoining vertical walls or stairs.
2. Movable items such as chairs, waste baskets, etc. are to be moved as needed to buff all accessible areas then returned to their original positions.
3. Floor mats shall be rolled up and set aside before buffing to prevent damage to mat edges and replaced when buffing is complete.

**TASK #10: VACUUM ALL CARPETED AREAS AND FLOOR
MATS**

**LOCATIONS: LOBBIES, GENERAL OFFICES, EXECUTIVE
OFFICES, CORRIDORS, RECEPTION/WAITING**

**AREAS, CONFERENCE ROOMS, LOUNGE AREAS
AND ANY OTHER CARPETED AREAS**

FREQUENCY:

DAILY: MONDAY THROUGH FRIDAY:

**ALL ENTRANCE AREAS, LOBBIES, AND
ELEVATORS, INCLUDING FLOOR MATS**

**FIRST FLOOR OFFICES IN REVENUE & TREASURY
(Sensitive Areas – complete by 8:00 am)**

**FIRST FLOOR HALLWAY AND JOINT HEARING
ROOM IN LEGISLATIVE SERVICES.**

**WEEKLY: REVENUE AND TREASURY ON THE
FOLLOWING SCHEDULE:**

**ENTIRE 4TH FLOOR – MONDAY (Sensitive Area –
Call Center completed by 8am)**

ENTIRE 3RD FLOOR - TUESDAY

ENTIRE 2ND FLOOR - WEDNESDAY

ENTIRE 1ST FLOOR - THURSDAY

ALL BASEMENT AREAS - FRIDAY

**LEGISLATIVE SERVICES ON THE
FOLLOWING SCHEDULE:**

**ENTIRE 3RD FLOOR – MONDAY (Sensitive Area -
Room 309 completed by 8am)**

ENTIRE 2ND FLOOR - TUESDAY

ENTIRE 1ST FLOOR - WEDNESDAY

ENTIRE GROUND FLOOR - THURSDAY

ALL BASEMENT AREAS - FRIDAY

SPOT VACUUM ANY AREAS OF IMMEDIATE NEED

STANDARDS:

1. Carpets are to be free of all dirt, dust, paper clips, staples, small bits of paper and other debris.
2. Movable items such as chairs, waste baskets, etc. are to be moved as needed to vacuum all accessible areas then returned to their original positions.

3. Floor mats are to be rolled up and set aside prior to vacuuming, then returned to their original positions.

TASK #11 SPOT CLEAN CARPET STAINS

FREQUENCY: AS NEEDED FOR IMMEDIATELY KNOWN STAINS AND SPILLS

WEEKLY: DURING ROUTINE INSPECTION

LOCATIONS: ALL CARPETED AREAS

STANDARDS:

1. Carpet is free of stains, spots or marks of any kind which can be removed with approved carpet cleaning solutions.

TASK #12: DUST ALL HORIZONTAL AND VERTICAL SURFACES

FREQUENCY: WEEKLY

LOCATIONS: GENERAL OFFICES, EXECUTIVE OFFICES, LOBBIES, HALLWAYS, CONFERENCE ROOMS, LOUNGES, VENDING AND EATING AREAS

STANDARDS:

1. All dust removed from all horizontal and vertical surfaces in the above areas, including window sills, blinds and desks, file and storage cabinets, furniture, bulletin boards, etc.

TASK #13: CLEAN ELEVATORS

FREQUENCY: DAILY: ALL PASSENGER ELEVATORS

DAILY JANUARY-APRIL: ALL FREIGHT ELEVATORS

WEEKLY MAY-DECEMBER: ALL FREIGHT ELEVATORS

LOCATIONS: ALL BUILDINGS

STANDARDS FOR PASSENGER ELEVATORS:

1. All dirt, dust, smudges, smears, fingerprints, etc. removed from all surfaces; all surfaces clean.
2. All dirt and debris removed from interior elevator floors and door tracks at all floors.
3. All hardware polished, shined and free of residues or haze.
4. Light fixture diffusers are to be clean, free of dirt, dust, smudges, etc.

STANDARDS FOR FREIGHT ELEVATORS:

1. Sweep and mop elevators.

TASK #15: REFILL HAND SANITIZERS

FREQUENCY: AS NEEDED

LOCATION: ALL LOCATIONS

STANDARDS:

1. All hand sanitizer are to be replenished once sanitizer runs out. Dispensers are cleaned and disinfected.

15. PERFORMANCE PLAN

15.1 In the bid package, the Contractor must submit a performance/staffing plan that shall include the following:

1. A performance schedule for all daily, weekly, and monthly janitorial tasks which will include staffing levels, staffing assignments, equipment utilization, and a complete schedule for Section 14 Tasks #1-15.
2. A list of equipment (section 11.3 and 11.4) to be used to perform Section 14 Tasks #1 – 15.

16. ON-SITE SUPERVISOR

- 16.1. The Contractor shall provide for an on-site supervisor who speaks and writes fluent English, and will represent the Contractor in all matters concerning this Contract. Additionally, an alternate on-site supervisor will be identified at the start of the contract.

- 16.2. The on-site supervisor shall make himself/herself available to the Building Services Supervisor or his/her designee, between the hours of 8:00 am and 8:30 a.m. daily for communication/coordination purposes. The On-site Supervisor shall carry a cell phone while on duty to be in continuous communication with building management.
- 16.3. The On-site Supervisor shall be present at any time janitorial work is being performed during normal State business hours, including Martin Luther King's Day and President's Day. Any time the On-site Supervisor is unavailable, the alternate On-site Supervisor must be present and shall provide services in the same capacity as the On-site Supervisor. Failure of the On-site Supervisor, or alternate On-site Supervisor, or Contractor to be present at any time janitorial work is performed under this Contract; including Saturdays, Sundays and State Holidays shall be considered a breach of contract and may be cause to consider the Contractor in default.
- 16.4. The on-site supervisor will be given a copy of these Specifications and the appropriate schedules and standards.
- 16.5. The On-site Supervisor is responsible for directing the Contractor's work force and accountable for all activities and behavior of all personnel assigned by the Contractor to perform work under this Contract.
- 16.6. The On-site Supervisor shall complete, sign and submit to the Building Services Supervisor a daily task sheet/check list, approved by the Facility Maintenance Coordinator, indicating the tasks completed and noting any tasks not completed.

17. CONDUCT OF JANITORS

All employees of the Contractor, while performing work under this Contract, shall not:

- A. Remove any State or personal property, equipment, monies, forms or any other items from the building;
- B. Engage in loud or boisterous behavior;
- C. Operate, radios, tape/CD players or other sound amplification devices;
- D. Be under the influence of alcohol or drugs;
- E. Use any tobacco or tobacco products in any form;
- F. Gamble;
- G. Turn on, or off, or use any equipment other than the contractor's equipment;

- H. Use any State telephone except a telephone designated by the building management for the purpose of business under this Contract; the Contractor shall reimburse the State for any costs for misuse of telephones attributable to Contractor's employees;
- I. Open any desk, file cabinet or storage cabinet;
- J. Consume any food or beverage other than that brought with the employee or purchased from vending machines, and only in areas designated by the building management;
- K. Engage in horseplay;
- L. Remove any item(s) from desks or filing cabinets;
- M. Sleep or engage in inappropriate behavior;
- N. Engage in long conversations with security guards, visitors, employees or other individuals;
- O. Take photographs of the building or it's contents;
- P. Remove any documents, records, forms or paper of any kind which is not either in trash cans or clearly marked as trash;
- Q. Engage in any activity which is a violation of rules and regulations applicable to State facilities, is not in the best interest of the State or is otherwise detrimental to the performance of this Contract.
- R. Have any visitors, bring child(ren) or pets to work or allow any unauthorized individuals into the facility at any time.
- S. Enter the facility during non-specified working hours without the prior knowledge and approval of the Building Services Supervisor or his/her designee.
- T. Should the State find any janitorial staff undesirable under this Contract, the State shall immediately notify the Contractor's representative verbally, followed by a written notification to the Contractor that the particular janitor is undesirable. The Contractor shall be responsible for the conduct of janitorial staff and liable for any action or inaction of janitorial staff while performing work under this Contract.

17. CONTRACTOR'S EMPLOYEES

- 17.1 The Contractor will have a corporate point of contact, that speaks and writes fluent English, and is knowledgeable in janitorial cleaning techniques, who is available at all times to address any issues regarding this contract.
- 17.2 The Contractor shall require all employees to wear distinctive work clothing for ready identification and assure that every employee is in the proper attire when the employee is on duty. Any color or color combination as approved by the Building Services Supervisor may be used; however, the distinctive clothing shall be the same for all of Contractor's employees. Employees will be required to dress neatly commensurate with the tasks being performed.
- 17.3 All of Contractor's employees must wear DGS issued identification badges when in or on State property. The Building Services Supervisor shall periodically verify badges with employees.
- 17.4 The Contractor shall staff the building with trained and experienced cleaning personnel. A fully qualified work force shall be maintained throughout the period of this contract.
- 17.5 The Contractor's on-site supervisor shall be fully and adequately trained and have a minimum of two (2) years' experience in cleaning supervision.
- 17.6 The Contractor shall employ the quantity and quality of supervision necessary for both effective and efficient management of cleaning operations at all times. All supervisors shall have thorough knowledge of the various cleaning tasks, equipment and materials so as to be able to both properly train and direct the cleaners in their individual tasks and to maintain and control an effective inspection and follow-up program.
- 17.7 The Contractor shall not hire current State employees for work in State buildings.

18: SECURITY AND REGISTRATION OF CONTRACTOR'S EMPLOYEES

- 18.1 Contractor's employees performing work under this Contract will be required to pass a Security Clearance background check performed by the Department of General Services Police and/or Maryland State Police. The Contractor shall obtain the necessary Security Clearance forms from the Building Services Supervisor at least two (2) weeks prior to scheduled starting date, fill them out and return them with the appropriate information provided for each employee the Contractor intends on assigning to the Contract. Any employee(s) determined to be unsuitable as a result of the Security Clearance background check shall not be utilized for work under this contract.

- 18.2. The Contractor is required to obtain Frequent Contractor Identification photo ID cards for employees assigned to work in the buildings under this Contract. All employees must have passed the Security Clearance background check required prior to being issued a Frequent Contractor Identification card. The Contractor will need to schedule photograph sessions for his/her employees with the DGS Police ID coordinator. There is a fee for each Frequent Contractor Identification card issued (currently \$15.00). Replacements of lost Frequent Contractor Identification cards are \$50.00 for the first loss and \$100.00 for any future losses. All Frequent Contractor Identification cards issued remain the property of the State and are to be returned when the worker will no longer be working at the facilities under this Contract.
- 18.3 The Contractor shall be responsible to have at least two (2) "alternate" employees that have been cleared through the background check and have obtained Frequent Contractor Identification badges for the sole purpose of any emergencies that may occur, and/or replacement of janitorial personnel.
- 18.4. Additionally, the Contractor's employees assigned to the Revenue Administration Building will be required to sign in and out **daily** with security at that building.

19. REDUCTIONS FOR NON-PERFORMANCE

- 19.1. Reductions for below standard work will be made if, after the first documented notification, the Contractor has not corrected the deficiency and State worker(s) are assigned to perform the task(s).
- 19.2. Reductions for non-performance will be made if the task(s) was not done and State worker(s) have to be assigned immediately to perform the task(s).
- 19.3. Reductions will be based on the hourly rate of the State employee assigned to perform task times the hour/hours required to perform the task.
- 19.4. Contractor shall be responsible to fully reimburse the State of Maryland for any expenses incurred that are directly related to the correction of any identified deficiencies.

Note: Copies of all correspondences regarding this clause must be submitted to the Procurement Officer. **The above referenced conditions (examples) may result in Termination of Contract for Default by the Procurement Officer.**

20. DISPUTES ARISING FROM DEDUCTIONS

- 20.1. Should the Contractor dispute the validity of a reduction determination made by the Building Services Supervisor, the Contractor may appeal the reduction to the

Facilities Maintenance Coordinator within seven (7) calendar days of the receipt of the determination.

- 20.2. The Facility Maintenance Coordinator will review the reduction and make written determination as to its validity within seven (7) calendar days of the receipt of the appeal from the Contractor.
- 20.3. Should the Contractor disagree with the decision of the Facility Maintenance Coordinator, the Contractor may appeal the decision to the Director, Annapolis Public Buildings and Grounds, 29 St. John's Street, Annapolis, Maryland 21401 within seven (7) calendar days of receiving the written determination of the Facility Maintenance Coordinator.
- 20.4. The Director shall review all documentation and arguments and make a written determination within seven (7) calendar days of receiving the appeal for the Contractor.

21. HOURLY BILLING RATE

The Contractor shall submit the hourly billing rates for janitorial staff and the On-site Supervisor and, shall be for non-overtime work regardless of the day of the week or hour of the day the work is performed. This rate may be used when required by the state to work special hours providing additional janitorial services under the contract. The hourly billing rate will be used to calculate additions and reductions to the scope of the work defined by these specifications. Any changes to the scope of work shall be approved by change order issued by the Procurement Representative/Officer.

The Contractor shall be responsible for any wage/rate increases for the term of the contract and any such increases shall not be passed onto the State for the term of the contract.

22. CHANGES TO THE SCOPE OF WORK

- 22.1. The Procurement Representative/Officer may, at any time change the scope of the contract by written contract modification. On the designated effective date, the Contractor shall make the required changes in his/her operations.
- 22.2. Upon receiving notice of the change the Contractor's monthly invoice shall be adjusted to reflect the value of the change in the services under this contract.

23. INSPECTIONS AND APPROVAL OF WORK

- 23.1. The State will demand strict conformance to the standards, and on the frequency specified. The Building Services Supervisor or his/her designee will inspect all

completed work and will ascertain that the tasks have been satisfactorily accomplished.

- 23.2. The Building Services Supervisor or his/her designee will enforce the standards of this contract. The Building Services Supervisor or his/her designee does not have the authority to change or alter any of the terms and conditions of this contract.

24. DEFAULT OF CONTRACT

The following conditions shall be considered as a breach of contract and will result in the Contractor being in default:

- Use of non-approved products
- Contractor employees leaving job-site without completing scheduled tasks
- Employees performing work without a Frequent Contractor Identification badge or misuse their badge

25. PAYMENT TO THE CONTRACTOR

- 25.1. At the end of each month, the Contractor shall render to the Director their invoice, in triplicate, for the services provided during the preceding month. The invoice shall not exceed 1/12th of the annual base amount of the contract.
- 25.2. The invoice will detail any known reduction(s) as outlined in these Specifications. The Contractor's Federal Tax Identification number or Social Security number must appear on the front of the invoice. All invoices shall be addressed as follows:

Department of General Services
Attn: Accounts Payable
301 W. Preston Street
Baltimore, MD 21201

- 25.3. The Director or his/her designee shall review the invoice and any necessary reductions which must be made in accordance with the conditions of the Contract. Should the Contractor's invoice not include all necessary reductions, the invoice shall be reduced by the amount of the non-included reductions and processed for payment. The Contractor shall be notified of the reductions made and supplied with copies of documentation supporting those reductions.

26. CONTRACTORS INSURANCE

The Contractor must furnish and keep in effect during the term of this contract the following:

Certificate of Liability Insurance - General liability insurance in the amount of \$1,000,000 per occurrence \$2,000,000 aggregate, including but not limited to Personal Injury Liability Coverage. This insurance must cover the risks of false arrest, false imprisonment, malicious prosecution, defamation of character, libel, slander or other tortuous conduct caused by any acts of the Contractor's employees.

On the Certificate of Liability, the **"DESCRIPTION OF OPERATIONS"** shall read as follows:
JANITORIAL SERVICES @ DGS, TAX (REVENUE) & TREASURY, ANNE ARUNDEL COUNTY. THE STATE OF MARYLAND IS INCLUDED AS AN ADDITIONAL INSURED SOLELY WITH RESPECT TO THE OPERATIONS AND ACTIVITIES OF THE NAMED INSURED".

The certificate holder shall read as follows:

Department of General Services
Room M-3
301 West Preston Street
Baltimore, MD. 21201

Workmen's Compensation Insurance - as is required by the Laws of the State of Maryland.

Motor Vehicle Liability Insurance - with a minimum bodily injury limit of \$300,000 for each person and \$500,000 aggregate for each occurrence.

The Contractor shall indemnify and save harmless and defend the State and all of its representatives from all suits, actions, or claims of any character brought on account of any injuries or damages sustained by any person or property in consequence of any work performed under this contract, either by the Contractor or any Sub Contractor or their employees, agents or representatives.

The Contractor must submit any required certificates of insurance to the Procurement Officer for review and approval. These certificates shall be held by the Procurement Officer for the duration of the contract. The State shall have the absolute right to terminate the contract if any insurance policy is cancelled at any time for any reason and a new policy is not obtained by the Contractor and approved by the Procurement Officer. Unless the Procurement Officer otherwise agrees, the new policy must be effective as of the previous policy's date of cancellation.

Note:

Certificate of Liability Insurance and Workmen's Compensation Insurance must be submitted by fax or electronically to the Procurement Officer within five (5) days of the request.

28. **FIDELITY BOND**

Contractor's employees must be bonded by a company approved by the Maryland Insurance Commissioner to issue such bonds in Maryland. The bond or bonds shall protect the State against loss by the theft of money or other property from the premises to which the state or others may sustain as a result of any fraudulent or dishonest act of Contractor's employee, acting alone or in collusion with others, during the term of this contract. Said bond or bonds shall have a limit at least \$2,500 per occurrence, per employee. Contractor must deliver said bond or bonds to the State no later than time of award.

27. **HIRING AGREEMENT AND LIVING WAGE**

This contract is not subject to the Department of Human Resources (DHR) or the Maryland Living Wage requirements.

28. **QUALIFICATION OF CONTRACTOR'S ON-SITE SUPERVISOR**

The Contractor shall submit a resume of the **On-site Supervisor**. These resumes must reflect at least two (2) years' experience, with cleaning supervision for services comparable in the **type, magnitude, scope, and size** of the Specifications herein. With each reference on the resume, list details of type and size (square footage) of the buildings serviced, and a current working telephone number, and email address for contact.

Contractor must submit a work plan, along with their bid, detailing the number of people (as outlined in 18.6) that will be working and their hours, the work schedule based on the specifications, the supply list, including products to be purchased from BISM, and the list of equipment that will be used to perform the tasks listed in the specifications.

29. **BASIS FOR AWARD**

This Contract will be awarded to the responsible bidder that submits the lowest responsive responsible Base Bid.

30. **BASE BID**

eMarylandMarketplace Line 001 – Base Bid

The **Base Bid** shall be a **monthly** price for the provision of all janitorial services as described in these Specifications, under Section 14, (Tasks 1 through 15). This price covers performance of all daily, weekly, and as needed tasks to the standards set forth including all supplies, equipment, wages, overhead and profit for the for the Department

of General Services, Revenue Administration, Treasury and Legislative Buildings beginning January 1, 2015 through March 31, 2015.

Note:

The Base Bid submitted in eMarylandMarketplace will be used by the Contractor to bill for janitorial services through the duration of the contract at a minimum of (3) three months and not to exceed (18) eighteen months.

eMarylandMarketplace Line 002 – Non overtime Hourly Billing Rate for On-Site Supervisor

eMarylandMarketplace Line 003 – Non overtime Hourly Billing Rate for Janitor

Note:

Failure of the Contractor to bid all line items shall result in the bid being declared a non-responsive bid, and the bid will be rejected from consideration.